

General Information A – Z (English)

The Hotel Chalet Swiss is privately owned by Amanthos Hotel AG. A total of 52 rooms (110 beds) with bath/shower/WC (all rooms have hairdryer, TV, self-dialling telephone and safe) are distributed across 2 buildings (main building and guesthouse).

Adapter	To lend an adapter, we require a deposit of CHF 20, which is returned after the adapter is brought back.
Bar / Hotel bar	The hotel bar, located in the guesthouse, is open from 5 pm to 10pm (seasonal).
Bicycles	You may park your bicycles in the designated bike zone.
Bicycle Parking	A locked garage for guest bicycles is available in the bike zone (subject to availability).
Blankets	Extra blankets are provided in your wardrobe.
Breakfast	Breakfast is served from 7 am to 10 am in the main building.
Charging cable	Charging cables from various manufacturers are available at reception for a deposit of CHF 20.
Check-in	Rooms are generally available for check-in between 3 pm and 10 pm.
Check-out	Guests are kindly requested to vacate their rooms by 11 am on the day of departure. Additional charges may apply for late check-out. If you plan to depart early, please inform reception the evening before.
Doctor	In case of illness, a doctor can be contacted at any time via reception. Use the SOS button on your room telephone for assistance.
Dogs	Dogs are welcome to stay for free in our hotel. Please inform us in advance when making your reservation. For health and safety reasons, pets are not allowed in the breakfast area.
Drying room	Wet jackets and shoes can be dried in our drying room. Please contact reception for details.
Hot water	Every room has a kettle. Please use it only for boiling water to avoid damages.
Housekeeping	Rooms are cleaned daily between 8:30 am and 5:30 pm.
Emergency	In case of emergency, please use the SOS button on your room phone. Reception is available 24/7.
Excursions	Tickets or reservations for excursions can be arranged at reception. Further information is available in the red book at reception.
Internet	For wireless access, please see WIFI/WLAN details.
Laundry	An iron and ironing board are available in the main building. Laundry services can also be arranged. Request a laundry bag and leave it at reception before 9 am for same-day service (available Monday to Saturday). Charges will be added to your account.
Laundromat	A self-service "Wash Saloon" is located at Hauptstrasse 19, Matten b. Interlaken, next to Balmers Hostel on the south side of Interlaken (20-25 minutes on foot).
Microwave	A microwave is available for our guests near the vending machine. For safety reasons, cooking in the rooms is not allowed.
Newspapers	A limited selection of newspapers in German is available in the lobby.



Parking	Parking for cars is available. The cost will be automatically charged to your room bill.
Picnic	In the garden you may find a designated picnic area. In the public areas of the hotel picnic is prohibited.
Pillows	You may order an extra pillow at Reception. Alternatively, the head end of the bed can be moved into various higher positions.
Porterage	This is available from 7 am to 10 pm and can be arranged through Reception at a charge.
Quietness	Quiet time is compulsory after 10 pm. In case of early morning departures, we ask you to consider, that other guests may still be sleeping.
Reception	The reception is open daily from 7 am - 10 pm (depending on the season).
Sauna	Opening hours: 4:00 pm – 9:30 pm. The sauna is free for guests. As the sauna requires 30 minutes to heat up, early booking is recommended.
Self-Service Laundromat	The self-service “Wash&Go” laundromat is located at Postgasse 1, Interlaken.
Sewing Kit	Sewing kits are available at the front desk.
Shoe polish	A shoe polish machine is located in the main building. Shoe polish supplies are also available at Reception upon request.
Smoking	In compliance with state legislation, all indoor public areas and guest rooms are designated as non-smoking zones. Smoking facilities are available near the bar. Please note that high charges apply for violating the no-smoking policy.
SOS	See the Emergency section for details.
Telephone	The telephone system allows direct dialling, with outside calls charged to your account. Please request line activation at Reception.
Outcall International Reception Room	Dial 0 + area code + number Dial 0 + 00 + country code + area code (without 0) + number Dial 91 Dial your room number
Toiletries	Basic sanitary products (toothbrush, toothpaste, razor) can be purchased at Reception or from the vending machine.
TV	Channel no. 1 broadcasts daily weather conditions from the mountains (Jungfrau, Schilthorn) via a live weather cam. Tourist information is displayed during off-peak times.
Vending Machine	The vending machine is coin-operated (CHF) and located in the main building. It offers drinks, snacks, and cigarettes.
Wake-up calls	Your room phone can be programmed for automatic wake-up calls. Please refer to the setup instructions on page 3.
WLAN / WIFI	The WIFI password is available at Reception. Wireless access is free of charge.

